

**FREQUENTLY ASKED QUESTIONS**

**1. What do I receive when I sign up for the Avesis Advantage Vision Care Plan?**

You will receive the following:

Vision examination	Once every 12 months
Standard spectacle lenses (single vision, bifocal, or trifocal)	Once every 12 months
Frame, within plan allowance	Once every 12 months

**OR**

Contact Lens Benefit

Elective

Once every 12 months

Necessary

Once every 12 months

(The contact lens benefit takes the place of all other benefits for that plan period.)

**OR**

Lasik Surgery Benefit Allowance

One time (lifetime)

(The Lasik Surgery allowance takes the place of all other benefits for that plan period.)

**2. What is the difference between in-network benefits and out-of-network benefits?**

You have the choice of the following options per plan period:

**In-Network**

- 1) Pay \$10 copayment for your routine vision exam  
Pay \$10 copayment for optical materials (standard spectacle lenses and a frame within plan allowance) **OR**
- 2) Pay \$10 copayment for your exam and  
\$130 allowance toward contact lenses and related professional fees (fitting fees) **OR**
- 3) One time (lifetime) \$150 allowance toward Lasik surgery through Southwestern Eye Center.

**(OR)**

**Out-of-Network**

If you choose to receive your services from a provider that is not contracted with Avesis, you would pay for the services and submit the itemized statement to Avesis for reimbursement according to the Out-Of-Network Reimbursement Schedule. If eligible, you can receive reimbursement for the following services per plan year:

- 1) Exam, spectacle lenses and a frame **OR**
- 2) Elective contact lens allowance (maximum of \$150 applies toward the exam, contact lenses and related professionals fees).

**3. When will I be eligible for my vision benefits?**

You will be eligible to receive services through Avesis on January 1<sup>st</sup>. If you are hired after January 1<sup>st</sup>, benefits will start the first pay period following 14 days after completed forms are submitted.

**4. Do I have a copayment on my plan?**

Yes, there is a \$10 copayment for your routine vision exam and a \$10 combined copayment for your optical materials (standard spectacle lenses and a frame within plan allowance).

**5. What type of spectacle lenses are covered?**

In-Network, your plan covers standard single vision, bifocal or trifocal lenses (plastic or glass) and standard polycarbonate lenses. If you choose specialty lenses (i.e. progressive lenses, hi-index), you would pay a discounted fee to the provider's office.

**6. What type of frames does Avesis cover through my plan?**

You may choose from a wide variety of frames within the provider's office. You can stay within your plan allowance with no out-of-pocket expense. If the wholesale cost of the frame (what the doctor pays the manufacturer for the frame) exceeds your plan allowance, you will pay a designated amount based on the difference between the wholesale cost and the frame allowance.

7. **Do I have to select a doctor when I sign up for the vision care plan?**  
No. When you are eligible for services, you will choose a provider from the Avesis provider directory. You will then call the provider's office and make an appointment. Please let them know that you are a member of the Avesis plan and work for Maricopa County. They will ask you for your member identification number and they will call Avesis to verify your eligibility.
8. **Will I get an ID card?**  
Yes, you will receive (2) ID cards in the mail. It is not necessary to present your ID card at the time of services, however it will aid in identifying your specific vision care plan within the provider's office.
- If I forget my ID card, can I still receive my vision care services from an Avesis participating provider?**  
Yes, it is not necessary for you to have your ID card with you in order to receive services from an Avesis participating provider. When you make your appointment with the provider and identify yourself as an Avesis member, the provider will contact Avesis to verify what services you are eligible to receive.
9. **If I choose contact lenses, can I also get glasses?**  
No, (in-network) you can choose to pay the \$10 copayment for the routine eye exam and then receive the \$130 for contact lenses and related professional fees, **OR** you can pay the \$10 copayment for the exam and the \$10 combined copayment for optical materials (standard spectacle lenses and a frame within the plan allowance). You cannot receive both contact lenses and glasses during the same plan period whether you utilize this benefit in-network or out-of-network. You must choose one or the other.
10. **Can I get my Lasik surgery at any Lasik surgery location and use the \$150 allowance toward the cost of the surgery?**  
No. Avesis has contracted with Southwestern Eye Center only to provide Lasik surgery for the employees of Maricopa County. If you are eligible and receive your Lasik surgery through Southwestern Eye Center, Avesis will apply \$150 toward the cost of the surgery. Remember that this is a one time (lifetime) benefit. You will not be able to use the \$150 allowance toward Lasik surgery again. This is in place of all other benefits for that plan period.
11. **What conditions fall under the "Medically Necessary Contact Lens" category?**  
Medically Necessary contact lenses typically include the following conditions:  
a) Following cataract surgery  
b) Kerataconus  
c) Certain conditions of anisometropia  
d) To correct extreme visual conditions that cannot be corrected with spectacle lenses
12. **If I have questions about my Avesis Advantage Vision Care Plan, whom should I call?**  
Please call our Customer Service Department at **1-800-828-9341**. When you call, please identify yourself an employee of Maricopa County. Our Customer Service Representatives can assist you in clarifying your vision care plan, and can assist you in selecting a provider in your area. The Customer Service Department office hours are as follows:  
  
Monday – Friday                      7:00 am through 5:00 p.m. (MST)
13. **If I need medical or surgical treatment for eye disease or an eye injury, should I go to an Avesis provider?**  
No, your Avesis vision care plan does not cover medical or surgical treatment for eye disease or eye injury. You should contact your medical plan and they will assist you with the appropriate referral.
14. **If my doctor is not on the Avesis directory and I still want to go to him/her for my vision services what can I do?**  
You have two options:  
a) You can contact Avesis with the name, address and phone number of the provider and the Network Development Department will contact the provider for recruitment. (OR)  
b) You can pay for your services and submit your itemized statement to Avesis for reimbursement according to the Out-Of-Network Reimbursement Schedule.